

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☐ EXISTING POSITION

Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Dept. for Children and Families		9. Position No. K0231981	10. Budget Program Number 29215		Agency Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Human Services Supervisor			Position Number
3. Division Economic and Employment Support			12. Proposed Class Title			
4. Section Economic and Employment Support	For Use By Personnel Office	13. Allocation				
5. Unit		14. Effective Date				
6. Location (address where employee works) City: Topeka County: Shawnee		15. By	Approved			
7. (circle appropriate time) Full time Perm. Inter. Part time Temp. 100 %		16. Audit Date: By: Date: By:				
8. Regular hours of work: (circle appropriate time) FROM: 8 AM/PM To: 5 AM/PM	17. Audit Date: By: Date: By:					

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
Amy Smith	EES Assistant Program Administrator	K0224104

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Same as above		

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Work is performed independently in accordance with federal and state rules. Review of program compliance is made periodically.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties): **What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

1. 40%	E	<p><u>PROFESSIONAL ATTITUDE</u></p> <p>While performing the tasks listed below, please remember that you are a representative of the Department for Children and Families, and you are expected to:</p> <ul style="list-style-type: none">• Demonstrate a willingness to help. Remember that your customer is anyone needing or asking for your assistance. For example, this could be other agency employees, community partners, landlords, state and community partners, and individuals and families seeking services from the agency;• Demonstrate an attitude of respect (i.e. be attentive to the customer, communicate in a polite and professional tone of voice, meet with the customer, or return phone calls or emails within a reasonable period of time – as defined by your supervisor or program policy), process requests for service as quickly as possible;• Encourage individuals to identify and fulfill their own responsibilities;• Practice personal self-discipline and maintain ethical and professional behavior in times of frustration with difficult customers; <p>Provide information and service to those seeking your assistance. If you are unable to directly provide that service or information, you should offer to connect them with someone who can assist or advise them. Failure to demonstrate a professional attitude will directly reflect on the organization, the quality of service you provide, and will be considered unacceptable for any employee of the East Region DCF.</p> <p>Ensures the support staff perform assigned functions in support of administrative, program operations, and work flow processes within the BPM. These functions include:</p> <p><u>Greeting the Public and Customer Service</u></p> <p>Provides a high level of customer service to customers to assist in the provision of efficient and effective agency services to meet the needs of various customer groups. This requires an excellent knowledge of program processes and community resources in order to assist customers.</p> <p>Greets all DCF customers according to the BPM scripts and follows the Kansas Business Process Management Manual.</p> <p>Facilitates communication between customers and professional staff by identifying purpose of phone and in-person contacts, making appropriate referrals to agency staff and/or community resources, and taking detailed messages (either manually or by using the voicemail database log under the correct team color) in order to ensure effective and timely communication.</p> <p><u>Telephone Support and Customer Service</u></p> <p>Answer and dispatch all incoming calls using the Kansas DCF Phone Script located on the intranet BPM tools, in order to provide telephone access to the workers by having sufficient knowledge of the mechanical operation of the phone equipment, the Topeka Service Center Programs, and the telephone extension number to insure that all calls are handled promptly, pages internal and external customers when needed. Additional phone tasks may include but are not limited to, assisting customers in connecting to language line and utilizing special communication equipment (TDD), obtaining reasonable accommodations when appropriate, and acquiring the necessary services needed.</p> <p>Incumbent must be able to assist customers via phone with the application process by answering general questions regarding agency policies and procedures.</p> <p><u>Administrative Support</u></p> <p>Provides administrative support and clerical support to the unit in order to relieve supervisor and professional staff of administrative details, according to the BPM handbook. Prepares file folders for new cases.</p> <p>Received, date stamps, sorts, and distributes incoming mail. Envelopes not identified for a person or division and returned mail are opened, date stamped, and distributed. Print system information to verify customer information for Topeka Housing Authority. Assists with other clerical duties as assigned.</p>
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		Other duties as assigned by supervisor that support the agency.
2. 30 %	E	<p><u>Teach policy and monitors individual staff level of EES Program Policy</u></p> <ul style="list-style-type: none"> a. Reviews updated policy in team meetings. b. Responds to EES Policy Questions (often this may be in helping the staff member come up with the answer on their own either by confirming they already knew it or they know where they can find it and should be familiar with the Policy Manual.). c. Review policy in team meetings to help learn.
3. 15%	E	<p><u>Task assignment & Manage the Process</u></p> <ul style="list-style-type: none"> 1) Identify daily the tasks each staff will be assigned to. (primary team or cross team assignment) 2) Make decisions throughout the day on changes needed to assignments to respond to needs and resources <ul style="list-style-type: none"> a) Number of staff absent b) Number of clients coming in for interviews, calling in for interview, etc. 3) Ensure team staging area is organized appropriately and functioning correctly. 4) Ensure phone calls process for specific team is working appropriately 5) Optimally be managing work same day\next day <p>Strategy and Plans on managing backlog when it exists.</p>
4. 15%	E	<p><u>Performance Feedback and Human Resource Tasks</u></p> <ul style="list-style-type: none"> 1) Payment accuracy 2) BPM measurements and competencies 3) Attendance and Agency values 4) Basic competencies 5) Occasional involvement in hiring and selection. 6) Addressing concerning actions or behaviors through use of Progressive Discipline and PMP tools <p>Monitoring time and completing timesheets</p>

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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:
- ☐ Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 - ☒ Plans, staffs, evaluates, and directs work of employees of a work unit.
 - ☐ Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number
Sandra Slater	Human Service Assistant	K0077270
Judith Deck	Human Service Assistant	K02288335
Floyd Lee	Human Service Assistant	K0163112
Tim DeCoursey	Administrative Assistant	K0166724
Donna Newton	Administrative Assistant	K0224069
Vacant	Human Service Assistant	K0057373
Leslie Sunderman	Administrative Assistant	K0077028

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23. Which statement best describes the results of error in action or decision of this employee?

- ☐ Minimal property damage, minor injury, minor disruption of the flow of work.
- ☒ Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- ☐ Major program failure, major property loss, or serious injury or incapacitation.
- ☐ Loss of life, disruption of operations of a major agency.

Please give examples.

Failure to perform functions related to this position would cause financial and emotional hardships for clients and could result in the loss of Federal funds and/or other fiscal sanctions to the State of Kansas.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position involves daily contact with agency customers, agency employees, other social service agencies, government officials, and the general public while directing, planning, and coordination the delivery of services. Daily dissemination of information regarding state and federal regulations as well as agency programs policies and procedures.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

This position may encounter hostile, angry or upset people when dealing with issues of eligibility for assistance. Long periods of time may be spent on a computer and various computer systems. A high level of stress may exist in issues of participation and eligibility due to the limitations of the programs and resources to effectively resolve customer's need for help. Upon occasion, physical harm may be threatened or attempted by hostile, angry or upset customers.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Daily use of the telephone system, personal computer, copy machine and calculator. Occasional use of fax machine, and state or private vehicle.

PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

Education or Training - special or professional

A four year college degree is preferred.

Licenses, certificates and registrations

Special knowledge, skills and abilities

These abilities and skills are necessary at entry: Ability to provide leadership in the development, administration of various human service programs. Ability to supervise, by participating in recruitment and selection of staff, then in planning, assigning and evaluating work of program staff. Ability to evaluate a variety of program specific information, draw logical conclusions, detect inconsistencies and noncompliance and develop solutions. Ability to communicate effectively orally and in writing by composing meaningful, concise and accurate reports and correspondence. Ability to read and understand medical and other reports, extract pertinent facts, and recall them with a minimum or review. Ability to consider special criteria, technical requirements, and handling procedures applicable in the adjudication of claims. Ability to use the Dictionary of Occupational Titles and related subject matter to identify claimants' jobs and to perform simple vocational analysis. Ability to maintain effective relationships with staff, community agencies, applicants/clients, co-workers and subordinates. Knowledge of program policies, rules, and regulations relating to human service assistance and human behaviors. Knowledge of principles involved in supervision, administration, interviewing and other information gathering and clinical assessment techniques. Knowledge of financial aid programs, community and social resources available to clients. Knowledge of principles and techniques for analyses, development and presentation of training. Knowledge of the functional limitations of physiological and psychological impairments. Knowledge of various social-economic, ethnic environmental factors and groups. Knowledge of the laws, rules, and regulations of disability programs.

Experience - length in years and kind

Six years of experience interviewing, investigating, compiling information, documenting decisions, interpreting guidelines and/or providing technical assistance relevant to the agency's programs. Post-secondary education may be substituted for experience as determined relevant by the agency.

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Significant time is spent either in customer contact, collateral contacts, or in documentation using paper and computer files. Customer contact, both internal and external, is either face-to-face or by telephone, but can also be via e-mail, fax or written correspondence. Extended periods of time may be spent inputting data into computer systems. Significant time is spent in ensuring EES HSA staff are implementing the Business Process Management principles in the daily support of EES HSS and customers and updating EES HSA staff on changes in policy and/or procedures.

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date